

Job Location: Nashville TN - Downtown

Program Director 3 - 360° Customer Advocate Team

The Tennessee Department of Human Services (TDHS) mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

Position Responsibilities:

DHS 360° is a new approach to ensure continuity of services and better outcomes for the DHS customers.

The Program Director 3 - 360° Customer Advocate Team will manage a team of individuals who have a working knowledge of all DHS customer facing programs and services that will enable the organization to connect and assist customers across program divisions and to utilize all resources for the entire family with a focus on customer service using a holistic approach. The team will perform complex professional advocacy for all needed services to relentlessly drive resolution and streamline the customer experience-- which may require resources and/or agreement across divisions and departments.

The DHS 360° Customer Advocacy unit will serve as a subject matter expert on all DHS programs, help facilitate well-rounded service delivery, and assist in problem solving to address the whole family. DHS 360° Customer Advocates will be positioned in the three regions of the state, West, East, and Middle, allowing them to be knowledgeable of local services to support DHS customers.

This Director role will have responsibility for identifying success metrics and coaching the team to meet expectations as well as monitor and communicate program deliverables and outcomes to senior leadership.

An overarching goal for the Director of 360°Customer Advocacy is to determine and execute an operational strategy, in accordance with existing systems, identifying priorities and processes for this new initiative that are in alignment with the Department of Human Services' mission and strategic needs.

This position reports to a Director of Operations.

Competencies:

- Decision Quality
- Problem Solving
- Priority Setting
- Directing Others
- Customer Focus
- Innovation & Process Management
- Communications
- Collaboration
- Innovation
- Solution Focused

Position Requirements:

Education

- Bachelor's Degree or higher from an accredited college or university in the area Business Administration, Management, Public Service or other related field.

Experience

- Minimum of 5 years of management experience demonstrating knowledge in problem solving and customer service resolution
- Leadership experience required in strategic planning, performance monitoring, talent management, policy development and implementation
- Demonstrated ability to develop partnerships within and external to the organization
- Supervision, coaching and mentoring of professional staff
- Experience with customer service metrics and developing customer service processes
- Experience with customer service case management
- Experience in the area of process management, project management and quality assurance
- Familiarity with Two-Generation/Family Centered approach

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by September 30, 2018.
All email submissions must include in the subject line: **Program Director 3 - 360° Customer Advocate Team**
- **Target Salary \$75,000.00.** Salary offer will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.